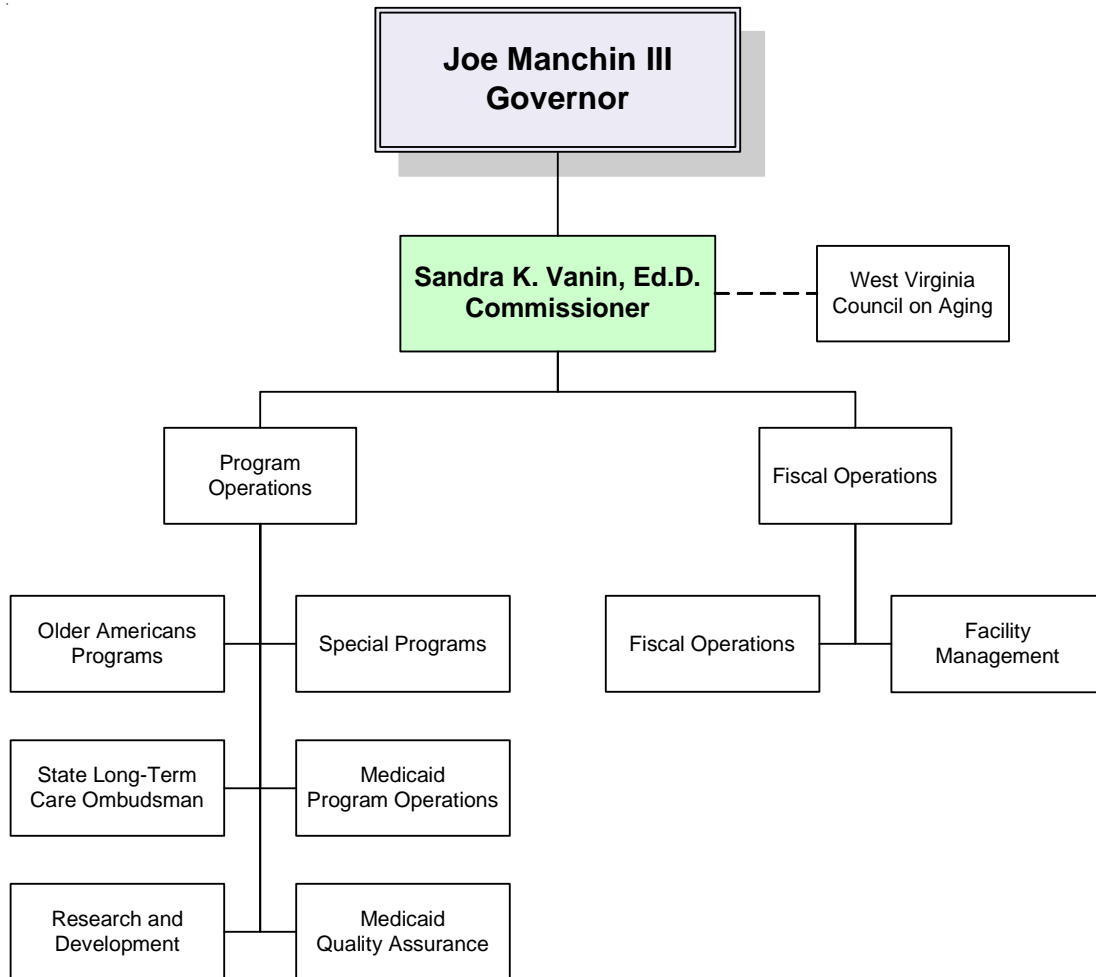


Bureau of Senior Services

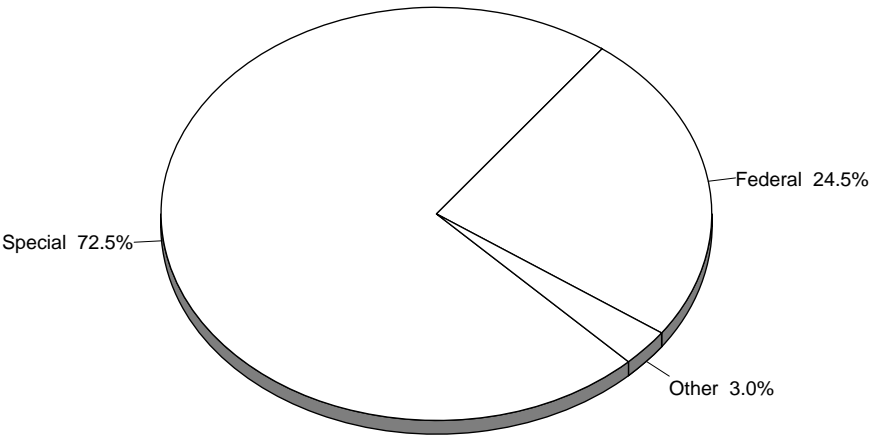


Bureau of Senior Services

Revenues and Expenditures

Total Available Funds

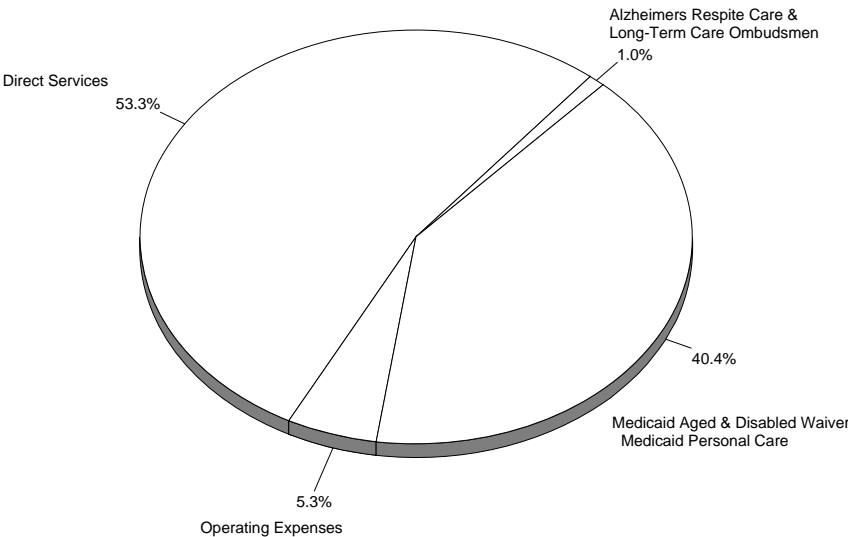
Fiscal Year 2007
\$59,997,418*
(Estimated)



*Beginning balance plus revenues

Recommended Expenditures by Program

Fiscal Year 2007
\$57,717,291



Bureau of Senior Services

Mission

The Bureau of Senior Services establishes for senior citizens a comprehensive integrated array of services that are client-driven, locally based, and quality oriented. The service packages developed to accomplish this mission are prioritized first to in-home, community-based, long-term care clients to enable them to maintain independence for as long as possible in local settings. Second level priority services are those that are preventive and supportive in nature.

Senior citizen activities, such as congregate and home-delivered meals, caregiver, transportation, and personal care and waiver services, are the elements of first level priorities. Legal assistance, abuse prevention, housing assistance, and referral are elements of the second level.

Administratively, the priority mission of the bureau is to integrate management practice among its programs with service providers, and to enhance client placement, service options, and quality delivery systems. This also involves recognition of the strengths of the older population, especially in the areas of volunteering, that focus on individuals' needs and senior leadership to improve the quality of life of all older individuals in West Virginia.

Operations

Direct Services, Legislative Initiatives for the Elderly (LIFE), Senior Centers and Programs, and Non-Medicaid Community Care

- The Bureau of Senior Services serves as the granting authority for the Lottery Appropriations for these programs. Allocations are made and application formats issued, reviewed, and notification of grant awards are made specifying the level of funding, purpose of funding, and conditions required to be met to receive this funding. All grants are monitored as to expenditures versus budget, service levels provided, and adherence to funding requirements and federal and state law. All provider agencies are then audited annually by independent accounting firms. Technical assistance is provided as needed.
- Administers the grants for Direct Services and LIFE funds as allocated by legislative intent, with the great majority of funds distributed equally among the 55 counties. Grants are based on detailed line item budgets and services projected over an array of 19 Older Americans Act services (e.g., transportation, respite, meals, outreach, daycare, chore, and personal care).
- Administers the Senior Centers and Programs' funds designated by the Legislature to approximately 75 to 80 projects throughout West Virginia each year. An application is required from each designee detailing the use of these funds, which are then on a reimbursement basis based on the approved application. Funds can be used for new construction, renovation, repairs, equipment and vehicles, and operating support. Uses of funds for building construction and repair are reviewed by the bureau upon completion.
- Manages the non-Medicaid Community Care grant funds, which are allocated equally to all 55 counties as per legislative intent. Funds are provided on a fee-for-service basis based on quarterly invoices. Services are in-home personal care services provided to those seniors over the Medicaid income eligibility and are provided on a sliding fee basis. The bureau monitors requirements as to medically developed plan of care for clients. Funds are reallocated among counties during the year based on need.

Medicaid Aged and Disabled Waiver, Medicaid Personal Care

- Provides matching dollars for Medicaid to DHHR.
- Provides administration for the Medicaid Aged and Disabled Waiver and Personal Care programs under a contractual arrangement with DHHR—Bureau of Medical Services.
- Refers potential providers for enrollment in Medicaid program.



Bureau of Senior Services

- Performs on-site monitoring visits to providers for evaluating certification—monitoring services provided in accordance with program requirements and responding to complaints.
- Maintains provider files and information, and provides reports to determine compliance with program standards.
- Attends and represent department interests in recipient fair hearings pertaining to community-based waiver issues.
- Provides providers with appropriate Medicaid regulations and policies, and confers with DHHR on program regulation development and training of providers.

Nutrition, Supportive, Ombudsman, and Protective Services under Older Americans Act, and Related State and Federal Funds

- Administers the grants for the Administration on Aging Older Americans Act awarded under a federally required formula basis outlined in the State Plan on Aging.
 - * Title III B Supportive Services such as transportation, personal care, outreach, day care, client support, legal services
 - * Title III C Meals Program for congregate (C-1) and home-delivered (C-2) meals
 - * Title III D Preventive Health
 - * Title III E Caregiver Services such as congregate and in-home respite
 - * Title VII Elder Abuse
 - * Title III and VII Nursing Home Ombudsman Program, (also supported with Medicaid funds)
- Issues area plan requirements, applications, and allocations to four area agencies on aging that serve as the planning and coordination entity in the regions of the state. They, in turn, allocate funds and issue plans to county provider agencies. Reviews, corrects, and finalizes area plans to be in compliance with federal regulations and formula allocations.
- Issues funds based on regional requests for funds, requiring program and expenditure reports on a semiannual basis, evaluating expenses versus budget, requiring final program and expenditure reports, and finalizing grants.
- Monitors each area agency on an annual basis, and ensures area agencies in turn monitor providers at least every two years.
- Requires, receives, and logs annual audit reports for all area agencies and providers.
- Provides reports on services by 19 Older American's Act categories, analyzes provider performance, and reports program and financial results to the Administration on Aging.
- Issues program policy, establishes grant conditions, and monitors providers as to adherence to grant requirements.
- Provides training to area agencies and providers on grant issues such as regulations, policy, conditions, applications, budgets, and financial and programmatic reporting.
- Educates the public, Legislature, and governmental agencies on the Older Americans Act programs and issues affecting West Virginia's seniors.

Senior Community Services Employment Program (SCSEP - Title V)

- Administers grants to three local agencies that provide subsidized part-time training and employment opportunities in community service agencies for low income eligible persons age 55 and over.
- Monitors expenditure and service levels of three subgrantees relative to annual application submitted and approved.
- Provides employment figures to federal funding agency—the U.S. Department of Labor—and to WORKFORCE West Virginia.
- Trains agencies in grant requirements and reporting. Works with the public and governmental agencies to provide awareness of the program.

Bureau of Senior Services

State Health Insurance Assistance Program (SHIP)

- Administers grants to four area agencies and 55 county providers on the SHIP program funded by CMS.
- Operates a toll free phone line to provide information and assistance to West Virginia seniors on the new Medicare Prescription Drug program and help them determine options for coverage for their specific circumstances. Provides the same services for walk-ins.
- Provides training to West Virginia seniors, the public, and local and state agencies on the new Medicare Prescription Drug program, (materials, information, and federal policy).
- Works with the federal funding agency, CMS, to provide reports on service levels. Works to facilitate policy changes as needed.

Recommended Improvements

- ✓ Additional \$1,000,000 for nutrition services.
- ✓ Additional \$1,000,000 for in-home services.

Expenditures

	TOTAL FTE POSITIONS 11/30/2005	ACTUALS FY 2005	BUDGETED FY 2006	REQUESTED FY 2007	GOVERNOR'S RECOMMENDATION
EXPENDITURE BY PROGRAM					
Direct Services, LIFE, Senior Centers & Programs, Non-Medicaid Community Care	0.00	\$10,770,177	\$12,391,534	\$10,588,800	
Medicaid Aged & Disabled Waiver					
Medicaid Personal Care	17.34	24,609,644	24,869,250	24,869,250	
Nutrition, Supportive, Ombudsman & Protective Services under Older Americans Act & Related State & Federal Funds	16.46	16,398,643	18,861,620	18,697,864	
Silver Haired Legislature	0.00	25,000	25,000	25,000	
Senior Community Service Employment Program (SCSEP)	1.25	997,230	1,016,594	1,116,643	
State Health Insurance Assistance Program	1.25	316,655	354,827	404,845	
Less: Reappropriated		(1,568,505)	(1,801,534)	0	
TOTAL BY PROGRAM	36.30	51,548,844	55,717,291	55,702,402	57,717,291
EXPENDITURE BY FUND					
General Fund					
FTE Positions		1.93	2.17	2.25	0.00
Total Personal Services		97,550	129,602	127,699	0
Employee Benefits		55,569	58,773	58,773	0
Other Expenses		695,233	700,155	700,105	0
Less: Reappropriated		0	0	0	0
Subtotal: General Fund		848,352	888,530	886,577	0
Federal Fund					
FTE Positions		16.94	17.04	16.68	17.04
Total Personal Services		499,627	726,936	689,000	726,936
Employee Benefits		136,770	142,308	140,673	142,308
Other Expenses		11,463,385	13,693,692	13,720,327	13,693,692
Subtotal: Federal Fund		12,099,782	14,562,936	14,550,000	14,562,936
Appropriated Special Fund					
FTE Positions		0.00	0.00	0.00	2.17
Total Personal Services		0	0	0	129,652
Employee Benefits		0	0	0	58,773
Other Expenses		38,859,571	40,498,109	38,696,575	41,526,332
Less: Reappropriated		(1,568,505)	(1,801,534)	0	0
Subtotal: Appropriated Special Fund		37,291,066	38,696,575	38,696,575	41,585,105
Nonappropriated Special Fund					
FTE Positions		17.43	17.09	17.37	17.09
Total Personal Services		612,491	735,000	786,000	735,000
Employee Benefits		194,253	215,594	233,731	215,594
Other Expenses		502,900	618,656	549,519	618,656
Subtotal: Nonappropriated Special Fund		1,309,644	1,569,250	1,569,250	1,569,250
TOTAL FTE POSITIONS BY FUND	36.30	36.30	36.30	36.30	36.30
TOTAL EXPENDITURES BY FUND		\$51,548,844	\$55,717,291	\$55,702,402	\$57,717,291

Programs

Direct Services, Legislative Initiatives for the Elderly (LIFE), Senior Centers and Programs, and Non-Medicaid Community Care

Mission

To provide meals, transportation, and other supportive and protective services, including senior center renovations and equipment replacement.

Goals/Objectives

- Ensure provision of projected service levels within the established budget for LIFE and Direct Service funding.
- Ensure provision of in-home services to non-Medicaid clients as per projected service levels.
- Issue LIFE allocations, review applications, and issue awards for LIFE Service funds prior to July 31 each fiscal year.
- Issue allocations, review applications, and award senior center grants prior to December 31 each fiscal year.

Performance Measures

<u>Fiscal Year</u>	<u>Actual</u> <u>2003</u>	<u>Actual</u> <u>2004</u>	<u>Estimated</u> <u>2005</u>	<u>Actual</u> <u>2005</u>	<u>Estimated</u> <u>2006</u>	<u>Estimated</u> <u>2007</u>
Persons served under Direct Services (LIFE)	15,623	17,832	18,000	18,912	19,500	19,500
Services under Direct Services (LIFE) (in hours)*	509,574	376,528	400,000	397,000	425,000	425,000
Meals provided (LIFE)	130,688	280,394	300,000	286,197	300,000	300,000

* The decrease in hours in FY 2004 was due to a shift of funds to meet increased meal service needs.

Medicaid Aged and Disabled Waiver, Medicaid Personal Care

Mission

To provide administration for the Medicaid Aged and Disabled Waiver and Medicaid Personal Care programs under a contractual arrangement with DHHR.

Goals/Objectives

Administer programs that:

- * Provide a home based alternative to nursing home care that is integrated into a statewide system of care as a means of controlling public expenditures.
- * Provide case management, homemaker, and adult medical daycare services to clients who are both nursing home and Medicaid eligible.
- * Monitor service providers, document deficiencies, and followup corrective action.
- * Ensure the provision of quality, efficient, and safe home care.
- * Provide training for service providers in a professional and cost-effective manner.

Performance Measures

<u>Fiscal Year</u>	<u>Actual 2003</u>	<u>Actual 2004</u>	<u>Estimated 2005</u>	<u>Actual 2005</u>	<u>Estimated 2006</u>	<u>Estimated 2007</u>
Persons served under Medicaid Aged and Disabled Waiver	5,760	5,178	5,400	4,901	4,900	3,900
Persons served under Personal Care	3,127	3,070	3,500	3,683	3,700	3,700
Provider monitorings conducted	N/A	189	200	251	275	275

Nutrition, Supportive, Ombudsman, and Protective Services under Older Americans Act, and Related State and Federal Funds

Mission

To administer social support and nutrition programs for individuals aged 60 and over, allowing them to maintain dignity and independence in their homes for as long as possible.

Goals/Objectives

- Provide direction and oversight of Older Americans Act programs from the Administration on Aging.
- Develop a time frame for annual area plan submission, and review and request final corrections prior to September 25 each fiscal year. Issue grant awards by October 1 each fiscal year.
- Encourage and aid the development of services that promote and maintain the economic, social, physical, and mental well being of West Virginia's seniors.
- Advocate for the needs of seniors in both government and private sector.
- Review service provision to ensure projected service levels are met for each provider in a given fiscal year. Provide quarterly service report summaries to providers and funding sources.
- Direct efforts through management efficiencies to increase services efficiencies, or maintain levels when funding is reduced.
- Offer suggestions for plan revisions to solicit service provision changes to meet increasing fuel costs.
- Monitor program and financial operations of 100% of area agency on aging subgrantees each fiscal year.
- Ensure area agencies monitor program and financial operations of 100% of provider agencies every two fiscal years.
- Receive, log in, and review audits of 100% of all area agencies and providers each fiscal year.
- Issue Golden Mountaineer cards to all newly eligible seniors 60 years and over within one month of eligibility.

Performance Measures

<u>Fiscal Year</u>	<u>Actual 2003</u>	<u>Actual 2004</u>	<u>Estimated 2005</u>	<u>Actual 2005</u>	<u>Estimated 2006</u>	<u>Estimated 2007</u>
Families served by Alzheimer's Grant Respite	105	166	185	222	250	250

<u>Federal Fiscal Year</u>	<u>Actual 2003</u>	<u>Estimated 2004</u>	<u>Actual 2004</u>	<u>Estimated 2005</u>	<u>Estimated 2006</u>	<u>Estimated 2007</u>
Persons served under Title III-C Nutrition	32,000	30,000	30,116	30,000	30,000	30,000
Title III-C meals (in millions)	2.24	2.10	2.20	2.15	2.15	2.15
Average meal cost under Title III-C Nutrition	\$4.17	\$4.40	\$4.72	\$4.85	\$5.00	\$5.10
Individuals served under Title III-B	25,000	24,000	25,920	25,000	25,000	25,000
Individuals served by Title III-E Respite Services	2,400	2,500	2,461	2,500	2,500	2,500

Senior Community Service Employment Program (SCSEP)

Mission

SCSEP (Title V under the Older Americans Act) provides employment and training opportunities for individuals age 55 and over.

Goals/Objectives

- Provide subsidized part-time training and employment opportunities in community service agencies for income eligible persons age 55 and over.
- Promote and secure unsubsidized employment for older workers.
- Expand on projected service levels through management efficiencies.
- Serve during a grant year 40% more enrollees than there are authorized positions.
- Encourage and aid the development of services that promote and maintain the economic, social, physical, and mental well being of West Virginia's seniors.
- Be an active partner with the WORKFORCE West Virginia.
- Serve as a member of the West Virginia workforce development interagency collaborative team.

Performance Measures

<u>Fiscal Year</u>	<u>Actual 2003</u>	<u>Actual 2004</u>	<u>Estimated 2005</u>	<u>Actual 2005</u>	<u>Estimated 2006</u>	<u>Estimated 2007</u>
Unsubsidized placements	35	30	35	35	35	35

State Health Insurance Assistance Program

Mission

To provide health insurance counseling and related consumer education for people with Medicare. To assist West Virginia seniors with the enrollment process for the new Medicare Prescription Drug Program.

Goals/Objectives

- Provide education and assistance to all Medicare beneficiaries, including those with a disability, about the new Medicare Prescription Drug Program and other health insurance issues.
- Provide objective counseling relating to Medicare, Medicare supplemental insurance, long-term care insurance, private and public health insurance benefits, and the new Medicare prescription drug coverage.
- Operate, in conjunction with other private and governmental agencies, a call center to handle questions relative to the new Medicare prescription drug programs, enrollment, and benefit options for the initial enrollment period.

Performance Measures

<u>Fiscal Year</u>	<u>Actual 2003</u>	<u>Actual 2004</u>	<u>Estimated 2005</u>	<u>Actual 2005</u>	<u>Estimated 2006</u>	<u>Estimated 2007</u>
Individuals served	12,560	13,904	15,180	21,750	45,000	40,000